

ABSTRACT

A system and method is provided for optimizing the usability of a hierarchical menu in voice portal directory. A voice aggregator is programmed to rearrange the menu into a new hierarchical structure having a single layer. Portions of the hierarchy are partially restored if too many nodes, or duplicate nodes, are present at any selection step. Frequency of selection data are measured and applied to the nodes and used to order the nodes in the new hierarchy. Frequency of selection data are also used to determine which nodes are replaced in a hierarchy when it is partially restored.

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